**Sharon Sweet**

45689 Cloudburst Lane ▪ Temecula, CA 92592 ▪ 951-551-1518 ▪ sksweet02@gmail.com

**PROFILE**

Passionate and customer-focused virtual office professional, offering sales and customer service to prospective companies. Stable computer and Internet research knowledge. Knowledgeable with Apple products, apps, and accessories. Proficient in Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint), Skype, Google products, Customer Relationship Management (CRM): LionDesk and KvCORE. Proficient with SkySlope and DocuSign. Dedicated quiet home office with the ability to work virtually.

**KEY SKILLS**

* Excellent oral and written communication skills
* 4+ years excelling in customer service and sales environment
* Skilled in customer engagement
* Ability to work independently with minimal supervision
* Demonstrated ability to establish and grow business relationships
* Robust Decision Making and problem-solving skills
* Impeccable attention to detail and excellent organizational skills
* Experience with distinct types of Customer Relationship Management (CRM)
* Strong listening and comprehension skills
* Ability to handle complex seller and buyer issues
* Strong follow up skills

**PROFESSIONAL EXPERIENCE** 2019-Current

eXp Realty, San Ramon, CA

**REALTOR** - #01921558

* Proficient in planning and integrating new buyer/seller campaigns.
* Research listings and prepare market analysis for buyer/seller clients.
* Promote sales through advertising campaigns across various social media outlets.
* Advise clients on real estate documents, including contracts and disclosures.
* Conduct business within a complete cloud environment – including inbound and outbound phone calls, prospecting, and marketing campaigns.
* Certified Express Offers Agent
* Military Relocation Professional (MRP) – National Association of Realtors Designation (NAR)

Amazon Mechanical Turk (100% telecommute) 2014-2019

**Crowd Sourcing**

* Information gathering
* Data verification
* Data research
* Data analysis
* Transcription – comfortable with diverse types of accents and dialects
* Website testing
* Inquisit and Qualtrics experiments and questionnaires
* Online communities

JWilliams Staffing, Irvine, CA 2012 – 2016

**New Home Sales Assistant -** CA Real Estate License #01921558

* Greeted, qualified, and demonstrated new homes to potential homebuyers.
* Provided excellent customer service to sales agents and prospective buyers.
* Assisted in the duties of coordinating all aspects of presenting homes to buyers.

**SHARON SWEET RESUME** – page 2

Wolf Creek Lifestyle Corporation, Temecula, CA – Virtual Office 2011 - 2014

**Board of Director / President / Vice President**

* Oversaw activities and programs, including community and neighborhood clubs, unique events, sports activities, and educational, environmental programs. Managed an $800,000 operating budget representing over 1,800 homeowners in the community.
* Cut costs and negotiated pricing to maintain positive cash flow during an economic downturn.
* Planned, created, and hosted four annual catered seasonal events to foster a sense of community through sponsorship of activities and programs.
* Designed vendor shopping techniques to effectively reduce event costs by 50% through the identification and research of available vendors within the community.
* Lead committee meetings to conceive goals, objectives, and strategies to invest and increase community funding and discuss event themes, games, crafts, and vendor attendance.
* Recruited, trained, and supervised new volunteers.

**EDUCATION**

University of Southern California, Los Angeles, CA**,** BA Communication 2000

**PROFESSIONAL MEMBERSHIPS**

NAR, CAR, SRCAR, MRP, Certified Express Offers Agent